

DETAIL ORIENTED AND ANALYTICAL WITH ASSOCIATE OF ARTS DEGREE

- ♦ Analytical and detail oriented professional with strong financial skills.
- ♦ Strong ability to work diligently on long, tedious assignments.
- ♦ Excellent comprehension skills; able to grasp and interpret the meaning of complex material.
- ♦ Able to use learned material in a new situation; apply rules, laws, and methods.
- ♦ Exceptional dedication to achieve beyond expectations in every endeavor.
- ♦ Focused, dedicated and highly motivated professional offering more than 12 years of solid contributions and blended background in research, finance, customer service, and retail.
- ♦ Maintain excellent interpersonal communication, time management, and problem resolution skills.

AREAS OF STRENGTHS & EXPERTISE

- ♦ Analytical problem solver skilled in financial analysis ♦ Highly professional
 - ♦ Excellent spelling and grammar skills ♦ Customer service skills
 - ♦ Strong communications skills ♦ Time management skills ♦ Budgeting
 - ♦ Organizational skills ♦ Excellent reading and comprehension skills
 - ♦ Driven to learn to apply new ideas ♦ Detail oriented
 - ♦ Able to adapt quickly to challenges and changing environments
 - ♦ Willing to assume increased responsibility

WORK EXPERIENCE

Administrative Assistant – Law Office of Jennifer M. Ash, LLC

2/2007 to 11/2007

Supervisor: Jennifer Ash Phone: 803-327-1798

As Administrative Assistant to Jennifer Ash, I am the liaison between client and attorney. I handle incoming calls, schedule meetings and maintain electronic calendar, compose correspondence, ensure timely delivery and receipt of important information, and maintain attorney/client confidentiality. I established and continue to maintain Quickbooks for individual clients. I interact frequently with the Clerk of Court and other legal offices and entities. I am familiar with family court proceedings and filings.

Resources Analyst - *NASA

12/2001 to 12/2004

Supervisor: Gale Fleming Phone: 301-286-3223

Resources Analyst for the Office of Systems Safety and Mission Assurance, at National Aeronautics Space Administration (NASA) which has an annual budget of over \$20 million. I specifically participate in planning, provide direction, coordinate and evaluate the respective financial functions related to budgeting, financial analysis, and cost versus funding activities. Independently develop travel, and training budget, which includes supplying justifications, supporting documentation and historical statements of program requirements, while ensuring objectives are met within the established financial and manpower resources limits. Actively participate in financial reviews and analysis activities as it applies to the Division's budgets. Independently analyze multiple detailed activities, execute and monitor budgets to ensure objectives are met within the established financial and manpower resource limits. Independently prepare monthly organization and resource status reports for management review.

Independently perform general business duties in response to center-wide resources calls. I directly interact with Branch, Division, and Directorate management at NASA regarding resource inquiries and actions for which I am responsible for, or have a working knowledge of the respective project/program/budget. Review travel orders both foreign and domestic, while developing estimates for trips and providing accounting information. Responsible for resolving travel discrepancies with the Travel Office as well as with the Regional Finance Office. Responsible for tracking purchase requests from inception through purchase order award and if necessary implement timely modifications. Independently develop, modify, and execute financial reports. Maintain accounting spreadsheets, and prepare financial reports for senior management review.

In addition, provide technical training to subordinate staff and civil servant personnel to allow full integration of software tools into the office.

*The PAAC contract has been held by various companies due to recompetitions as follows: SGT, Inc.; QSS Group, Inc.; SES, Inc.; McDonnell Douglas Aerospace; and RMS Technologies, Inc. For the first 10 months as a support service contract employee, I was responsible for and performed similar functions and duties for the Travel Office. From October 2002 through June 2004 I was with the Earth Sciences Resources Management Office, specifically with the Earth and Space Data Computing Division, Code 930. From July 2004 through December 2005 I was with the Office of Systems and Safety Mission Assurance directly employed by NASA as a Civil Servant.

***Loan Processing Representative - Tower Federal Credit Union**

04/2000 to 12/2001

Supervisor: George Bond Phone: 301-497-7000

Responsible for providing effective consumer loan servicing to Tower's members and providing administrative support to the loan underwriting unit. Maintain and track consumer loan collateral. Update the collateral records in the Summit System. Prepare legal documents for release of any consumer loan, reviewing the host paid in full report. Receive, sort and distribute incoming mail.

*For the first fifteen months I performed the duties of Senior Records Processor in which I was responsible for the proper storage of loan, mortgage, signature card, collateral and certificate documentation. Operate a digitizing/scanning workstation in a network environment, verifying necessary information and assuring quality throughout the scanning and indexing process. Retrieve historical records for members, employees and businesses and assess appropriate fees. Delegate tasks to specific persons. Train and motivate employees. Run morning reports.

Loan Processor - Greenbelt Federal Credit Union
08/1999 to 04/2000
Supervisor: Cynthia Comproni Phone: 301-474-5900

Responsible for performing, overseeing and training all daily activities to include handling all aspects of Visa and Honor card accounts, process loans, teller duties, accurate and timely processing of customer transactions, process incoming mail, open member accounts, balance cash drawer, open and close credit union when needed. Responsible for entering minutes for credit union committee. Maintain, monitor and reconcile traveler's cheques inventory; balance, distribute, order and maintain vault currency. Screen all visitor and telephone calls, answer questions and direct persons to appropriate staff when needed. Contact members for overdue accounts and prepare paperwork for repossession of a vehicle to send to the attorney. Maintain inventory of office supplies and equipment. Compose routine correspondence, develop forms and create new reports and files using office automation software to include Word, PowerPoint and Excel.

Lockbox Processor - Crestar Bank
12/1996 to 07/1999
Supervisor: Naureen Chauncey Phone: 410-593-8251

Responsible for the accurate and timely processing of receivable payments for numerous corporate accounts. This includes examining checks to determine negotiability, prepare corresponding detail according to customer specifications and re-associate check copies with corresponding remittance detail. Key entering of check and invoice information and prepare and distribute appropriate customer reports.

TECHNICAL SKILLS

- ◆ Typing 55 wpm.
- ◆ Notary for the State of South Carolina, Co. of Chester
- ◆ Proficient in the use of electronic mail and calendar.
- ◆ Advanced level in Microsoft Office Suite (Excel, Word, PowerPoint)
- ◆ Proficient in the use of web-based database search and retrieval.

- ◆ Proficient in the use of office automated software (e.g., Microsoft Office, Netscape, Internet Explorer, Eudora, Windows XP, Windows NT) on both the PC and MAC computer platforms
 - ◆ Proficient in the use of QuickBooks
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EDUCATION

- ◆ Anne Arundel Community College, Arnold, Maryland
Associate of Arts Degree in General Studies with a concentration in Business Administration – May 2005
GPA: 3.8 out of 4.0
 - ◆ Winthrop University, Rock Hill, South Carolina
Currently studying for my Bachelor of Arts degree in Business Administration.
GPA: 3.8 out of 4.0
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HONORS/ACHIEVEMENTS/LANGUAGES

- ◆ Member of the Phi Theta Kappa Honors Society.
- ◆ Anne Arundel Community College Dean's List.